

Greetings,

Thank you to the Councillors and Community Board Members who met with three of our committee last Saturday – Linda, Shane, Ken, Mark, Sandra, and Michelle the previous Saturday – we very much appreciate your support. It was, however, disappointing that that no one from AT could find the time to visit with us.

The ongoing issues that we experience in the Waiatarua and the wider Waitakere area were fully on display for all to see and I dare say are being well added to with the nasty weather that we have been experiencing yesterday and today. As discussed many of the problems are long standing, well before Covid entered the scene, and are a result of poor or no maintenance over many years.

Below is a summary of the issues:-

- **Roading:**
  - Slips and Potholes: Unfortunately, given the terrain and high rainfall, these occur with monotonous regularity; the poor standard of repair in many instances results in the problem reappearing within a few days. The time delay in rectification is often unacceptable – the roads are narrow and winding and any problem that renders the roads even more narrow can cause hazardous situations with the wide variety of vehicles using the roads.
  - Forest Vegetation: As was seen, there are numerous areas where already fallen vegetation is either partially across the road or protruding onto the road; large clumps are also in the culverts meaning storm water cannot clear quickly. There are large numbers of dead or dying tree branches, ferns, kea kea vines; nikau fronds leaning over the road. Surely it is more cost effective to have these removed before they become a problem and fall onto the road. We are very aware that there members of the local Board that are against any roadside work being done, that the area should be left as is – one would hope not at the expense of safety!
- **Storm Water:**
  - No. 1 Brabant Road: You saw first hand the extensive damage to this property that was caused by a blocked storm water drain that supposedly catches the storm water that runs down the side of Scenic Drive from the TV Mast to a pipe in the bush before Brabant Road which then directs the water under the road to the other side. A local drainage contractor has looked at this drain and believes that the pipe is not the required size to capture the 1 in a 100 storm water. The owner of this property now keeps an eye on the pipe to ensure that it is not blocked – not sure when it became the responsibility of residents to carry out Council tasks.
  - The culverts and drains along Forest Hill, West Coast and Scenic Drive roads are all blocked in various locations due to slips and vegetation.
- **Power Lines:**
  - We had not previously reported the power line issues as it was our understanding that this was the responsibility of Vector; it was explained that it is a joint responsibility of Vector for some lines and Auckland Council for others. Whomever is responsible have not been carrying out regular

clearing of the power lines in the area – perhaps this is why we have regular power outages! There is considerable clearing required to rectify this issue.

- **Reporting Methods:**

- We have only recently been informed that it is now the responsibility of residents to report issues that need attention – again, we are not too sure why residents need to be carrying out the work of Auckland Council. Regular maintenance was carried out on the roads to ensure safety, but it would seem this is in the past. Yes, there are several ways to report a problem – on line on the AT web site and a phone number that you can ring for the western area where currently you are directed to the AT web site! The response time and type of response is less than adequate – my initial complaint was logged on 27<sup>th</sup> June, response from AT on 28 June advising the case number and case manager and they would be in contact. There was no further contact until the 18<sup>th</sup> July when we were advised that our case was closed and the issues would be addressed. A response to this was sent requesting further information and a time line for the repairs, etc. to be carried out. The only response has been a new case number!!

As was discussed, surely regular preventative maintenance would be less costly than reactive maintenance poorly done. This is going to be an ongoing problem here in the Waitakeres unless something changes; the residents in these fringe areas supply their own water, sewerage, have no footpaths (mostly) curbing and channelling or street lighting, surely the above issues can be adequately maintained.

We look forward to hearing from you and what is to be done to rectify the problems we currently have. Thank you again for your support.

Kind regards

Lyn

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